
Protocol for Extended Emergency Department Stays for Individuals Served by Area Agency

December 1, 2017 – Revised March 21, 2019

PURPOSE: This protocol clarifies the Bureau of Developmental Services (BDS) expectations for individuals who are experiencing prolonged stays (more than 24 hours) in the Emergency Department.

PROTOCOL: For individuals who are sitting in the Emergency Department for twenty-four hours or more, the Area Agency shall:

1. Notify their BDS Liaison regarding the situation.
2. Depending on the situation, BDS may request that the Area Agency Staff schedule a conference call to include the following, as appropriate. (Please ensure that there is a release on file):

Provider Agency Staff (Residential and/or Day)

Board Certified Behavior Analyst (BCBA)

Outpatient Mental Health Therapist(s)

Outpatient Primary Care Physician

Psychiatrist

Area Agency Service Coordinator

Bureau Liaison

Legal Guardian

Emergency Department Staff

Community Mental Health Center Emergency Department Staff

START Coordinator

Managed Care Organization Care Coordinator (MCO)

Transitional Housing Staff

The AA may want to consider:

3. Involving START if not already involved. If involved with START, contact the START Coordinator. If the Individual is not connected with START coordinator submit an emergency START referral.
4. If involved with mental health services, immediately notify outpatient treatment team including psychiatrist and therapist.
5. Request these providers directly contact the Emergency Department team to give their recommendations.
6. If a psychiatric hospitalization is recommended a referral should be placed immediately.

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7. If the above process does not yield an acceptable outcome/solution for the individual then, consider placing a referral to Jennifer McLaren, M.D. (BDS Medical Director) to ensure that the individual's needs are being assessed and evaluated.

Depending on the situation and/or circumstances, BDS may require regular updates regarding the status.

Dr. McLaren Referral Process:

Non-Emergent: Submit paper referral by Email or Fax to:

Sara Slawski
Programs Assistant
Special Medical Services
Thayer Building
129 Pleasant St.
Concord, NH 03301
Phone: (603) 271-4512
Fax: (603) 271-4902
Email: sara.slawski@dhhs.nh.gov

Emergent (Emergency Room Involvement): Have the START Coordinator contact Dr. McLaren directly by email with subject line: "Patient in Emergency Department". START Coordinators will have the contact information for Dr. McLaren.